

Complaints Monitoring Report Governance, Strategy & Performance

Quarter 4 2022/23 – 1 January to 31 March 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Total number of complaints received	2	10	3	4	4
Total number of complaints closed	1	11	3	4	4
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	100%	11	100%	3	100%	4	100%	3	75%
Number of complaints closed - Investigative	0	0%	0	0%	0	0%	0	0%	1	25%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	9%	0	0%	1	25%	1	33%
Number of Frontline complaints partially upheld	0	0%	2	18%	0	0%	0	0%	1	33%
Number of Frontline complaints not upheld	1	100%	8	73%	3	100%	3	75%	1	33%
Number of Complaints (Resolution)	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	100%
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Average time in working days for a full response - Frontline	3	4	8	2	5
Average time in working days for a full response - Investigative	N/A	N/A	N/A	N/A	10
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	100%	8	73%	1	33%	4	100%	2	67%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	33%	1	50%	0	0%	1	100%
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003237005	Complaint Against Staff	Upheld	Democratic Services Manager	Complaint regards the manner in which complainant was spoken to by member of the Registrars team. ACTION TAKEN – Acknowledged complaint and the unacceptable manner of staff member, apology on behalf of service and staff member given. Staff reminded of duties and customer care skills.
101003259876	Complaint Against Staff	Partially Upheld	Senior Solicitor Licensing and Regulatory	Complaint regards increase in public liability cover for business and the tone of initial response received from Legal Service staff member. ACTION TAKEN – Acknowledged complaint. In relation to increase in Public Liability cover this was not upheld as this is council policy and applies to all businesses, however offer was made to take issue to the Board. Complaint was upheld in relation to tone of response, staff member spoken to and apology passed to complainant on behalf of staff member.

*Revision of council structure with revenues section moving from Governance, Strategy and Performance to Financial Services as from 1st April 2021.
Review of complaints structure to align with council structure completed with reporting under revised structure beginning 1st April 2022 – as a result welfare and benefits complaints now reported through Governance, Strategy and Performance.